

Grievance Policy and Procedure

1. **Input From Persons Served.** You, your legal guardian, and other people who are important to you will be asked for ideas on how to improve services at Horizons Unlimited. You may give your ideas at your Team Meetings, through your Program Manager, through the staff, and at any other time that you would like.

2. **Conflict Resolution.** There may be times when a conflict will occur. Disagreements can be resolved using the following procedures:
 - a) **Conflict Resolution Steps/Suggestions to solve conflict.**
 - i. Don't accuse, but take the necessary steps to resolve the situation. Speak with the person(s) with whom you disagree.
 - ii. State your feelings, "I feel, I think." Describe your view.
 - iii. Ask for feedback. Get a clarification of the situation.
 - iv. State what action you want done.
 - v. Get a commitment as to what action will be done; date and time.
 - vi. Compromise. Consider both sides of the issue, reach a satisfactory solution to the conflict.

Most problems can be solved by these conflict resolution steps. However, in a situation where problems cannot be solved, you may file a grievance.

3. **Grievance Steps.** Whenever you have a conflict with someone that you are unable to resolve, or if you are unhappy with services you are receiving, you are encouraged to talk to the Program Manager or other people on your support team.

If you are not able to come to a satisfactory solution with your support team, you can file a Consumer Grievance Report. (See attached form)

- a) In step 1, you describe your grievance on the form. You can ask your Program Manager or any staff member you feel comfortable with to help you. Your Program Manager will report any action taken to this point and then send the report to the Residential Director within 24 hours.

Horizons Unlimited
Emmetsburg, IA 50536

Consumer Grievance Report

Date: _____

Per(?): _____

Consumer: _____

Describe Grievance:

Action Taken

1. Program Manager

Date: _____

2. Residential Director

Date: _____

3. CEO

Date: _____

4. Committee Review


Date: _____

Note: Once the procedure reaches Step 2, the time to resolve or advance to the next step should not be beyond 5 working days.

- b) The Residential Director will review your Grievance Report and will then meet with you and/or your guardian to talk about the grievance. The Director will go over the Grievance Report and try to settle the issue. The Director will write a report within five (5) working days of receiving the Grievance. Copies will be sent to you and all people involved.
- c) If the grievance is still not corrected by the Residential Director, your Grievance Report will be given to the CEO. They will talk with you and/or your guardian about the problem. They will write a report within five (5) working days of receiving the grievance. Copies will be sent to you and all people involved.
- d) A committee may review the grievance/complaint if the CEO asks for it. The committee will include the Residential Director, CEO, Residential Supervisor, Program Manager, Program Manager Assistant, Guardian, Case Worker, etc. If anyone of them are the subject of grievance they will be asked not to attend.

Legal help is available in trying to resolve the problem. The CEO will help you in contacting legal counsel or an advocacy group. Copies of all Grievance Reports will be forwarded to the CEO.

Approved by the Board of Directors.




CEO



Date



Board President



Date